



20 years in business brings the experience that only comes with time and handling hundreds of transactions each year.

Here are just some of the powerful differences!

Experienced TC	Inexperienced TC
Experienced in many broker platforms such as NRT, Workplace, Command, PropertyBase, etc.	Limited knowledge of broker platforms
Extensive knowledge of state compliance as well as broker specific compliance items	Limited understanding of state compliance, lack of understanding broker specific compliance
Extensive knowledge of many industry specific platforms such as: Follow-Up Boss, Ixact Contact, Realty Juggler, Dot Loop, DocuSign, etc.	Limited or no knowledge of various platforms available to real estate agents across the country.
Hold privacy and confidentiality at its highest importance	CC's other party's agent/team on communication that violates their own client's confidentiality
Asks "why"	Doesn't question so misses details
Proactive throughout partnership with agent	Waits for agent to tell them what to do
Checks that all parties are on track with specific questions	Assumes on track, or asks open ended questions that don't require specifics
Familiar with State Requirements to partner with Agents	Relies on agent to tell them what to do
Has a process for everything	Few or no set processes for anything
Has timeline related tasks	Few or no timeline related tasks
In-depth understanding of contract and terms	Limited contract knowledge
Discernment to juggle and prioritize between contractual deadline tasks, time sensitive tasks and housekeeping to manage the workload effectively.	Completes tasks based upon who emails or calls the most, what is in front of them in the moment, most recent, etc.
Knowledge of VA and FHA approved Condos and how to find them.	Limited knowledge, so doesn't know to look for condominium complex approval.
Reads every email to look for actionable items	Scans and files emails without action
Gives third parties reasonable time to respond to requests	Impatient quick succession communications that delays results and wastes time
Takes ownership and positive correction steps when tasks don't go as planned	Blames others and no or little action to take corrective action
Specializes specifically in transaction related items for a higher level of service	Tries to be everything to everyone so master of none.
Partners with agents in best practices to minimize potential liability or complaint issues AND increase clients positive experience	Unaware of how procedure or practices can affect agents' long-term business.
Extensive experience with third parties such as lender and title/attorney so employs a higher awareness of warning signs of potential problems before they occur.	Isn't sure how to handle issues with third parties involved in a transaction or how to bring them to positive resolution for successful transaction.